## **City of Lewiston Press Release**

Members of the Media: Below please find a press release highlighting the City of Lewiston's new "Citizen Self-Service" software which enables residents to pay their utility bills online, as well as access utility account information. Any media coverage that you could render to help "get the word out" would be greatly appreciated. Thanks, Dottie

PRESS RELEASE January 31, 2013

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FOR IMMEDIATE RELEASE

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**LEWISTON**: You asked for it; you got it! Lewiston residents will be pleased to know that their requests for online payment of utility bills have been heard. The City of Lewiston will **"go live"** with its new **"Citizen Self-Service"** software on February 1, 2013, enabling residents to now pay their water, sewer, and storm water bills online. To register for the service, individuals may visit <a href="www.lewistonmaine.gov">www.lewistonmaine.gov</a> and click on the **"Online Services"** button. Directions thereafter are user friendly with several links providing utility account information. A 2.5% third-party surcharge (\$1 minimum) will be added to all debit and credit card payments.

Pam LaBelle, Lewiston Treasury Manager/Tax Collector, notes, "Residents have wanted this capability for a long time, and we are very pleased to be able to provide this service for them. The software is very interactive, and residents will also be able to readily obtain account information about their utilities."

After registering for Self-Service, residents will have access to the following payment software features:

- View current utility bill due,
- View utility bill detail (per bill),
- View past utility bills,
- View water consumption trends,
- View past utility payments,
- Process utility payments. NOTE: A 2.5% third-party surcharge (\$1 minimum) will be added to all debit and credit card payments.

Links to register for/log in to Citizen Self-Service will be available in various sections of Lewiston's web site, and any inquiries may be directed to the Utility Services Department at 513-3140 - TTY/TDD – 513-3007.